

FREQUENTLY ASKED QUESTIONS FOR DENTAL SERVICES

Q. Are there copays or deductibles for dental work?

A. *For the WVCHIP Gold and Blue Plans there are no dental copayments or deductibles; however, the Premium Plan members do have \$25.00 copayments for some procedures, with a maximum copayment of \$100.00 per child or \$150.00 per family. To find out if a procedure requires a copay, you may call Wells Fargo at 1-800-356-2392.*

Q. What dental and orthodontic services now require precertification?

A. *A list of the services requiring precertification can be found on the WVCHIP website at www.chip.wv.gov in the Summary Plan Description (SPD), beginning on Page 34.*

Q. Do root canals require prior authorization?

A. *Only 3 endodontic codes, D3410, D3421, and D3999 require prior authorization.*

Q. Is D1203 restricted to age 3-13 years of age?

A. *Yes, D1203 is restricted to age 3-13 years.*

Q. Where do I find the precertification request forms?

A. *Go to the WVCHIP website at www.chip.wv.gov and click on the “Resources” tab, then choose “Provider Resources”, this will provide the list of forms available.*

Q. Where do I send the orthodontic and endodontic precertification documentation?

A. *All requests for orthodontic and endodontic treatment should be sent to:
Wells Fargo, TPA
P.O. Box 2451
Charleston, WV 25329-2451*

Q. On the orthodontic treatment precertification form, there is not a place to put the treatment plan that is requested, how should this information be submitted?

A. *The treatment plan should be attached and faxed with the request.*

Q. What if the request for orthodontia treatment is denied; what is the next step?

A. *There is an appeal process in place if the request is denied. The member, provider or representative must start the process within 60 days of learning of the denial of the requested treatment.*

Q. Dental providers have concerns regarding the new requirement that crowns and other services now require precertification and have expressed concerns about young children who have need of those services at the time of examination (and while they are under anesthesia) and cannot wait for precertification. Is there a provision for these situations?

A. *Yes, a provision has been made for these situations. The following retrospective review policy will apply in instances where the dental practitioner’s judgment determines that providing service immediately and not awaiting prior authorization is medically necessary*

and appropriate. WVCHIP has removed the precertification criteria from D2930 when this service is billed with D3220 for the same date of service and on the same tooth number.

- **Retrospective review is available for WVCHIP members in instances where it is in the dental practitioner's opinion that a procedure that requires precertification is medically necessary and per recommended dental practices, and that delaying the procedure may subject the member to unnecessary or duplicative service, or will negatively impact the member's condition. In these instances, a request for prior authorization MUST be made by the provider within 10 business days of the date the service is performed. If the procedure does NOT meet medical necessity criteria upon review by Wells Fargo then the prior authorization request will be DENIED and the provider cannot be reimbursed for the service.**

Q. Who do I contact to start the appeal process?

A. The first step is to contact Wells Fargo at 1-800-356-2392 concerning a denial.

Q. How do I find a dentist in my area who accepts WVCHIP members?

A. A list of WVCHIP dental providers is provided on the Insure Kids Now website. Go to www.insurekidsnow.gov to see the list of providers.